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# DECIPHERING YOUR TPOCS ERROR REPORT

16 August 2011 @ 0800 - 0900 EDT

18 August 2011 @ 1400 - 1500 EDT

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# Daily File Upload Status

**(1.0) TPOCS 3.1.6.0 - Itemized Billing - [(5.5.1) TPOCS Interface Statistic]**

File Patients Billing Accounting Reports Tools Window Help

Insert Delete Sort Query First Previous Next Last Print

### Interface Load Statistics Report

**File Group:** 20100113 **File DMIS ID:** 0125 Madigan  
**Integration Date:** **Group DMIS ID:** 0126 Bremerton

#### Daily Files

All 6 files should be received each day.

File Type	Date Loaded	Errors Detected?
DSIT	No file	<b>NO</b> No errors
DPROV	No file	NO No errors
DOHI	No file	YES ERRORS - Review Detail Report
ADM	20091112	YES ERRORS - Review Detail Report
LAB-RAD	20091112	YES ERRORS - Review Detail Report
PHR	20091112	YES ERRORS - Review Detail Report

#### Supplemental Files

These files update TPOCS reference tables and are not transmitted on a daily basis.  
These files will be received periodically, or at the specific request of the TPOCS administrator.

File Type	Date Loaded	Errors Detected?
CPT	No file	No errors
IPROV	No file	No errors
SSIT	No file	No errors
SOHI	No file	No errors
IOHI	No file	No errors

Page 1 of 2664

Error Report Date  
☐ Specific Date  
☐ Date Range  
☒ All

Error Details



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# Daily File Upload Status

- File Group-
  - One for 'every-day' □ 365 Every Year
- Daily Files-
  - DSIT □ DPROV □ DOHI
    - Three Daily Files for All Sites on CHCS Host
  - ADM □ LAB-RAD □ PHR
    - Three Daily Files for Your Site Only
- Supplemental Files
  - As requested or updates from CHCS
- Miscellaneous
  - Date Loaded- No File or Random Date
  - All Daily- "No File" and "No Errors" = Upload Error





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## DSIT Error

- No errors received for DSIT (for our site)
- Need to Verify Insurance Updates from CHCS
  - Standard Insurance Company Maintenance
    - Double click 'Last Updated In CHCS'
    - May not be daily updates

\$(1.0) TPOCS 3.1.6.0 - Itemized Billing - [(6.1.28) Standard Insurance Company Maintenance]					
File Edit Data Patients Billing Accounting Reports Tools Window Help					
Print	Insert	Save	Delete	Sort	Query
Stop Q...	First	Previous	Next	Last	Help
Standard Ins. Co. ID	DoD Standard Ins. Co. ID	Cov. Payer	CHCS Host DMIS	Insurance Company Name	Last Updated In CHCS
45322	PRIMN0006	RX B	0125	PRIME THERAPEUTICS	01/19/2010
46555	ANTCA0011	MD B	0125	ANTHEM BCBS	01/19/2010
46550	CIGTN0060	XM B	0125	CIGNA	01/19/2010



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## DPROV Error

- No errors received for DPROV (for our site)
- Need to Verify Provider Updates from CHCS
  - Provider Maintenance
    - Double click 'Entry Date'
    - May not be daily updates

**\$ (1.0) TPOCS 3.1.6.0 - Itemized Billing - [(6.1.5) Provider Maintenance]**

File Edit Data Patients Billing Accounting Reports Tools Window Help

Print Insert Save Delete Sort Query Stop Q... First Previous Next Last Help To... Close

Specialty	Provider Specialty Description	Provider NPI	Type	Prov EDI Pin	Entry User	Entry Source	Entry Type	Entry Date	Inactive Date
582	STUDENT, OTHER (NOT MEDIC				TPCUSER	CHCS	INSERT	01/21/2010	00/00/0000
001	FAMILY PRACTICE PHYSICIAN	1962542365	1		TPCUSER	CHCS	INSERT	01/21/2010	00/00/0000
000	GENERAL MEDICAL OFFICER				TPCUSER	CHCS	INSERT	01/21/2010	00/00/0000







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## DOHI Errors

- Pull-up Patient with 'Pat IEN'
  - TPOCS- Query 'System ID' with Host DMIS ID + IEN
  - CHCS- ` + IEN ( ` is to the left of the 1)
- Policy Rank
  - 'N'- Disregard, TPOCS does not update Non-ranked
  - 'P' 'S' 'T'- Research
    - Pull-up in TPOCS and Verify it crossed-over; usually does
    - Carefully choose your HIC IDs and Type Codes
- CHCS PII
  - Update Policy and enter through all fields
  - Look for anything out of place





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# DOHI Error Sample

**(1.0) TPOCS 3.1.6.0 - Itemized Billing - [(2.1.1) Patients & Policies]**

File Edit Data Patients Billing Accounting Reports Tools Window Help

Insert Save Delete Sort Query Stop Q... First Previous Next Last Help To... Close

Enter a New or Existing Patient ID: Name: ?

**Patient** Policies Links

Patient System ID: 0125 DMIS + IEN

Last Name: DOB: Category: Gender: Status: Sponsor SSN:

First Name: MI: Suffix: SSN:

Address Street: City: State: Work: Home:

Remarks: Date equals TPOCS Upload from CHCS. 01/05/2010 equals upload report.

Entry User: TPCUSER Source: CHCS Type: UPDATE Entry Date: 01/05/2010





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Budgets &  
Financial  
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# DOHI Error Sample

Error was due to 'type code combination'

\$(1.0) TPOCS 3.1.6.0 - Itemized Billing - [(2.1.2) Patients & Policies]

File Edit Data Patients Billing Accounting Reports Tools Window Help

Insert Save Delete Sort Query Stop Q... First Previous Next Last Help To... Close

Enter a New or Existing Patient ID:

Patient Policies Links

Family Policy 6 of 6

Policy Number	<input type="text"/>	Policy ID	70217	Claim Filing Code	PREFERRED PROVIDER
Group Number	455	Policy Eff. Dates	01/04/1987 to 00/00/0000		
Group Name	FEP	Policy Category	GENERAL		
BIN / PCN #		Insurance Type	GP	GROUP POLICY	
Insurance Company ID	CARAZ0025	Insu. Name / Contact No	CAREMARK	25358	
Policy Holder SSN	<input type="text"/>				
Policy Holder DOB	<input type="text"/>				
Policy Holder City /	<input type="text"/>				
Insured Thru Employer	No	Employer Name	UNK		
Employer Contact	<input type="text"/>	Employer Address 1	<input type="text"/>		
Contact Phone / Ext	NONE	Employer Address 2	<input type="text"/>		
Employer City / State / Zip Code / Country Code		<input type="text"/>			
Coverage Type	PHARMACY	Coverage Payer Type:	BOTH INSTITUTIONAL AND PROFESSIONAL		

Both selected in CHCS PII



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# DOHI Error Sample

**(1.0) TPOCS 3.1.6.0 - Itemized Billing - [(6.1.2) - Insurance Company Maintenance]**

File Edit Data Patients Billing Accounting Reports Tools Window Help

Print Add Ins... Add Pri... Save Delete Sort Query Stop Q... First Previous Next Last Help To... Clo

<b>Insurance Company</b>		<b>Codes</b>	
TPOCS ID:	42218	Inactive Date:	00/00/0000
DoD ID:	CARAZ0025	EDI Code:	
DMIS ID:		Provider No:	
Full Name:	CAREMARK	Qualifier:	
<b>Carrier Address</b>		<b>Carrier Contact</b>	
Street:		Name:	
City:		Phone 1:	ext:
State:		Phone 2:	ext:
Zip:		Fax:	
Web Site:		E-Mail:	
Status Code:	STANDARD	Cust Serv E-Mail:	
Cross Reference ID:			
<b>Coverage</b>		<b>Payer Type</b>	
Type Code:	PHARMACY	CAREMARK	
Status Code:	STANDARD	PO BOX 52188	
Payer Type Code:	INSTITUTIONAL	PHOENIX	State: AZ
Standard Comment:		Country:	Zip: 85072
Comment		Phone:	ext:
Standard:		Fax:	
Local:		<b>Print Forms</b>	
<b>Electronic Billing</b>		Change Print Form	
Enable Electric Billing		Disable Electric Billing	
Entry Source: CHCS		UB04 : X CMS-1500 : X	

Both used  
= No error





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# ADM Error

Error received – Diagnosis not in ICD-9 file

TPOCS Load Error Report						
File Name TPOCS_0125_0126_ADM_201001070001						
File Type - ADM						
1/11/2010						
CHCS HOST DMIS ID	RECORD TYPE	PATIENT IEN	APPOINT STATUS TYPE	APPOINT IEN	APPOINT DATE	TREAT DMIS ID
Patient Name: 0125	E		2		200912181535	0126
Error or Warning	DAT File Record Number	File Load Date	Error Message			
ERROR	8	01/07/2010	DIAGNOSIS_CODE_2, 493.02, was not active on the APPOINT_DATE, 18-DEC-2009			
ERROR	8	01/07/2010	DIAGNOSIS_CODE_CHIEF_COM, 493.02, was not active on the APPOINT_DATE, 18-DEC-2009			
ERROR	8	01/07/2010	Parent encounter record has not been inserted successfully, therefore this P record cannot be processed			
ERROR	8	01/07/2010	Parent encounter record has not been inserted successfully, therefore this P record cannot be processed			





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# ADM Error Fix

## Update Diagnosis Code with Extender Code

### Step 1- Query

\$(1.0) TPOCS 3.1.6.0 - Itemized Billing - [(6.1.12) Diagnosis Code Maintenance]

File Edit Data Patients Billing Accounting Reports Tools Window Help

Print Insert Save Delete Sort Query Stop Q... First Previous Next Last Help To... Close

Diagnosis Code	Diagnosis Description	Occ Code Required	Begin Date	End Date	Published Date
LIKE 493%		<input type="checkbox"/>			
		<input type="checkbox"/>			

### Step 2- Choose first diagnosis for date range

493.02	EXTRINS ASTH W XACERBAT,MILD	<input type="checkbox"/>	10/01/2005	09/30/2006	08/25/2006
493.02	EXTRINS ASTH W XACERBAT,MILD	<input type="checkbox"/>	10/01/2006	09/30/2007	10/20/2006
★ 493.02 0	EXTRINS ASTH W XACERBAT,UNSPEC	<input type="checkbox"/> ★	10/01/2008	09/30/2018	10/28/2008
493.02 1	EXTRINS ASTH W XACERBAT,MILD	<input type="checkbox"/>	10/01/2007	09/30/2008	10/17/2007
493.02 1	EXTRINS ASTH W XACERBAT,MILD	<input type="checkbox"/>	10/01/2008	09/30/2018	10/28/2008

### Step 3- Remove extra digit and space; Save

493.02	EXTRINS ASTH W XACERBAT,MILD	<input type="checkbox"/>	10/01/2005	09/30/2006	08/25/2006
493.02	EXTRINS ASTH W XACERBAT,MILD	<input type="checkbox"/>	10/01/2006	09/30/2007	10/20/2006
★ 493.02	EXTRINS ASTH W XACERBAT,UNSPEC	<input type="checkbox"/>	10/01/2008	09/30/2018	10/28/2008



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# ADM Error

## Invalid ICD-9 Code

### TPOCS Load Error Report

File Name TPOCS\_0125\_0126\_ADM\_201001150001

File Type - ADM

1/20/2010

RECORD TYPE	PATIENT IEN	APPOINT STATUS TYPE	APPOINT IEN	APPOINT DATE	TREAT DMIS ID
E		2	3	201001111515	0126

AT File ord Number	File Load Date	Error Message
25	01/15/2010	DIAGNOSIS_CODE_2, 779.34, IS NOT Valid

#### \$(6.1.12) Diagnosis Code Maintenance

Diagnosis Code	Diagnosis Description	Occ Code Required	Begin Date	End Date	Published Date
779.3	NB FEEDING PROBLEMS	<input type="checkbox"/>	10/01/2008	09/30/2018	10/28/2008
779.3	FEEDING PROBLEMS IN NEWBORN	<input type="checkbox"/>	05/01/2003	09/30/2003	05/14/2003





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# ADM Error Fix

## Entering New Verified ICD-9 Code

Step 1- Query ICD-9 Code

(6.1.12) Diagnosis Code Maintenance						
Diagnosis Code	Diagnosis Description	Occ Code Required	Begin Date	End Date	Published Date	
779.3	NB FEEDING PROBLEMS	<input type="checkbox"/>	10/01/2008	09/30/2018	10/28/2008	

Step 2- Click Insert Icon

(6.1.12) Diagnosis Code Maintenance						
Diagnosis Code	Diagnosis Description	Occ Code Required	Begin Date	End Date	Published Date	
		<input type="checkbox"/>	00/00/0000	00/00/0000	00/00/0000	
779.3	NB FEEDING PROBLEMS	<input type="checkbox"/>	10/01/2008	09/30/2018	10/28/2008	

Step 3- Type in **VERIFIED** information & Save (Keep copy)

(6.1.12) Diagnosis Code Maintenance						
Diagnosis Code	Diagnosis Description	Occ Code Required	Begin Date	End Date	Published Date	
779.34	NB FAILURE TO THRIVE	<input type="checkbox"/>	10/01/2009	09/30/2018	01/21/2010	
779.3	NB FEEDING PROBLEMS	<input type="checkbox"/>	10/01/2008	09/30/2018	10/28/2008	





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# ADM Error

Shows already billed

- Visit already billed; crossed via CCE

## TPOCS Load Error Report

File Name TPOCS\_0125\_0126\_ADM\_201001130001

File Type - ADM

1/20/2010

CHCS HOST DMIS ID	RECORD TYPE	PATIENT IEN	APPOINT STATUS TYPE	APPOINT IEN	APPOINT DATE	TREAT DMIS ID
Patient Name:						
0125	U		2		200912011310	0126

Error or Warning	DAT File Record Number	File Load Date	Error Message
ERROR	8	01/13/2010	Record (CONTROL #: 31000000) from ADM/CHCS already BILLED, so CLINIC record for CHCS_HOST_DMIS_ID: 0125, PAT_IEN: 0126, APPOINT_IEN: 31000000 cannot be updated



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# Lab-Rad Error

## Co-Path Error

- Pull up in CHCS Lab; print report with code

**TPOCS Load Error Report**  
File Name: TPOCS\_0125\_0126\_LAB-RAD\_201001120100  
File Type - LAB-RAD  
1/20/2010

Old

CHCS HOST DMIS ID	RECORD TYPE	PROCESS FLAG	PATIENT IEN	APPOINT IEN	ORDER PROV IEN	ACCESSION #	DATE OF SERVICE
0125	L	N				8 BSP 1215	03272008

Lab (Path)

CHCS HOST DMIS ID	RECORD TYPE	PROCESS FLAG	PATIENT IEN	APPOINT IEN	ORDER PROV IEN	ACCESSION #	DATE OF SERVICE
0125	L	N				8 BSP 75	01072010

Error or Warning	DAT File Record Number	File Load Date	Error Message
ERROR	8	01/12/2010	CPT_CD_N_MODIFIER IS NULL
ERROR	8	01/12/2010	CPT_CD_N_MODIFIER IS NULL with SYSTEM_ORIGIN_RESULT correctly contains AP (order generated on CoPath)

**PATIENT LABORATORY INQUIRY**

Search by Collect date: 07 Jan 10 - 07 Jan 10      Display by Date: 30000000

Test	Collected	Status	Req Loc	Source	Accession
TISSUE E	07 Jan 10 @ 1254	COMPLETE	B GYN	TISSUE	8 BSP 75



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# PHR Error

## Common errors after pharmacy cancels script

TPOCS Load Error Report

File Name TPOCS\_0125\_0126\_PHR\_201001130100

File Type - PHR

1/20/2010

Date is 2010-01-13  
Done in CHCS 12 Jan

CHCS HOST DMIS ID	RECORD TYPE	PROCESS FLAG	PAT IEN	APPOINT IEN	ORDER ID	PRES PROV IEN	PRESCRIP #	FILL #	NDC #	D.O.S
Patient Name: [REDACTED]										
0125	P	C	[REDACTED]	[REDACTED]	091020-02967	[REDACTED]	[REDACTED]	1	00056017270	10202009

Error or Warning	DAT File Record Number	File Load Date	Error Message
ERROR	1	01/13/2010	PHARM record for CHCS_HOST_DMIS_ID: 0125, PAT_IEN: [REDACTED], SERVICE_DATE: 20-OCT-2009, PROVIDER_IEN: [REDACTED], RX #: [REDACTED], FILL #: 1, from CHCS does not exist, so it cannot be canceled

CHCS HOST DMIS ID	RECORD TYPE	PROCESS FLAG	PAT IEN	APPOINT IEN	ORDER ID	PRES PROV IEN	PRESCRIP #	FILL #	NDC #	D.O.S
Patient Name: [REDACTED]										
0125	P	C	[REDACTED]	[REDACTED]	091013-06232	[REDACTED]	[REDACTED]	2	68180048003	01022010

Error or Warning	DAT File Record Number	File Load Date	Error Message
ERROR	2	01/13/2010	ORDER_DATE, 17000000, NOT Valid Date

CHCS HOST DMIS ID	RECORD TYPE	PROCESS FLAG	PAT IEN	APPOINT IEN	ORDER ID	PRES PROV IEN	PRESCRIP #	FILL #	NDC #	D.O.S
Patient Name: [REDACTED]										
0125	P	C	[REDACTED]	[REDACTED]	090922-02329	[REDACTED]	[REDACTED]	2	64764030115	01022010

Error or Warning	DAT File Record Number	File Load Date	Error Message
ERROR	3	01/13/2010	ORDER_DATE, 17000000, NOT Valid Date





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Financial  
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First Error- We never billed, unsure if crossed over

```
20 Oct 2009@0832      1      COMPLETE      NAVAL HOSPITAL B TLD
Remarks: <Communication With POTS Complete>
Comment: [redacted]

20 Oct 2009@0832      1      DISPENSED      NAVAL HOSPITAL B TLD
Remarks:
Comments:

12 Jan 2010@0811      1      PDTS REVERSAL      NAVAL HOSPITAL B RAW
Remarks: <Pharmacist Consulted, Other Source: Prescription Not Filled>
Comments: <Prescription Reversal Transmitted to PDTS>

12 Jan 2010@0811      1      CANCEL      NAVAL HOSPITAL B RAW
Remarks: Authorizing Provider: [redacted] / RX NOT DISPENSED
Comments: DC
```

Second and Third Error- Refill reversed, but came across already

```
02 Jan 2010@1920      2      TRANSMIT      ACS ANNEX REFILL ACS
Remarks: <Prescription message transmitted to PDTS for processing>
Comments: Transmitted by GIS on 02 Jan 2010@1920

02 Jan 2010@1924      2      COMPLETE      ACS ANNEX REFILL IB
Remarks: <Communication With PDTS Complete>
Comments:

12 Jan 2010@1606      2      REMOVE REFILL      ACS ANNEX REFILL TLD
Remarks: Refills incremented to 1 of 1
Comments: RTS

12 Jan 2010@1606      2      PDTS REVERSAL      ACS ANNEX REFILL TLD
Remarks: <Pharmacist Consulted, Other Source: Prescription Not Filled>
Comments: Remove Refill
```

Second and Third Error- Crossed on Entry date 01-05-2010

Select Bills  
Date on bill  
01-02-2010

Number	Description	Qty	Cost	Total	Rev
68180048003	SIMVASTATIN 40 MG TABLET	90	4.18	0.00	250
Rx [redacted]	Qual: [1] Date: [01/02/2010] Days: [90]	Fill no: [2]	DUR/PPS Cd: [1]		
64764030115	ACTOS 30 MG TABLET	90	7.94	0.00	250
Rx [redacted]	Qual: [1] Date: [01/02/2010] Days: [90]	Fill no: [2]	DUR/PPS Cd: [1]		

Ready [Row 1 of 1] [Outpatient] [YGUERRE] [1-20-10 13:00]



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# PHR Error

- Common error, lost revenue if not captured.
  - Usually occurs on internal scripts with an 'EDIT'.
  - Initial and refills will not cross-over into TPOCS.

TPOCS Load Error Report										
File Name TPOCS_0125_0126_PHR_201001150100										
File Type - PHR										
1/20/2010										
CHCS HOST DMIS ID	RECORD TYPE	PROCESS FLAG	PAT IEN	APPOINT IEN	ORDER ID	PRES PROV IEN	PRESCRIP #	FILL #	NDC #	D.O.S
atient Name: J	P	U			090902-06420		NS	2	53746019010	0112201C
for or aining	DAT File Record Number	File Load Date	Error Message							
RROR	125	01/15/2010	PHARM record for CHCS_HOST_DMIS_ID: 0125, PAT_IEN: 7, SERVICE_DATE: 12-JAN-2010, PROVIDER_IEN: 577, RX #: NS, FILL #: 2, from CHCS does not exist, so it cannot be updated							

```

02 Sep 2009@1100      1      HOLD      NAVAL HOSPITAL B HLH
Remarks: Possible Drug Interaction
Comments:

02 Sep 2009@1220      1      REACTIVATE      NAVAL HOSPITAL B WSD
Remarks: <DRUG WARNING OVERRIDDEN-USE AD HOC REPORTING FOR DETAILS>
Comments: NEW RX

02 Sep 2009@1221      1      EDIT      NAVAL HOSPITAL B WSD
Remarks: See below for EDIT activity. ★
Comments: D

02 Sep 2009@1221      1      DISPENSED      NAVAL HOSPITAL B WSD
Remarks:
Comments:
  
```





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# Questions?

Please contact the UBO Helpdesk if you have any questions or concerns at (703) 575-5385 or [UBO.helpdesk@altarum.org](mailto:UBO.helpdesk@altarum.org).

